



## Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

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### Section 100 - Management & Administration

Human Resources - 101.00		
S.O.P. # 101.04	<b>Service Awards Program</b>	PAGE: 1 OF 7
Effective: 05/18/2005	Authorized: John Filer, Chief	
Revised: 11/27/2019	Authorized: William Stephens, Director	

#### 101.04.01 Purpose

To establish policies and procedures for the recognition of outstanding acts by civilians and first responders serving our community.

#### 101.04.02 Applicability

Any career or volunteer first responder may be recognized for outstanding and exemplary performance in this Service Awards Program. Non-first responders may be recognized for life saving efforts through the County's Civilian Life Safety Award.

#### 101.04.03 General

The Service Awards Program has three distinct elements that were developed to provide recognition to individuals, teams and units that have made/or make significant contributions to the Charles County Department of Emergency Services and/or the residents of Charles County through their service. The first element of the program are the annual/specialty ribbons, the second element are the lifesaving/life delivering and merit-based awards, and the third element being awards given for valor.

#### 101.04.04 Policy

1. Annual and specialty team/position ribbons are earned through years of service or participation on specialty teams/positions. They do not require recommendation but are earned through longevity and commitment of service.
2. Academy Merit Awards are earned in the academy based off the cadet's individual performance and competencies.
3. It is the responsibility of the frontline supervisor to recognize the exemplary service of their direct reports.
4. Recommendations for service award/s must be submitted by the employee's immediate supervisor and then forwarded through the chain of command to the Division Chief via an interdepartmental memo.



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5. Submitted service award recommendations will be reviewed by the Department's Service Award Review Committee.
6. The Service Award Review Committee will meet twice a year and should be comprised of the following personnel:
  - a. A representative from the 911 Communications Center,
  - b. A representative from each platoon;
  - c. A representative from Operations;
  - d. A volunteer representative if volunteer personnel are involved;
  - e. And a representative from senior management.
7. Award recommendations that come out of committee will be forwarded to the Director for final approval consideration.
8. When possible, personnel should be recognized for their accomplishments in a public setting or in the presence of their peers.
9. Copies of any service awards will be placed in the recipients personnel file for future reference.

### **101.04.05 Procedures**

1. Nominations for life safety, life delivery, merit, and valor related service awards must be properly documented and submitted by the potential candidate/s immediate supervisor through the chain of command via an interdepartmental memo and contain the following:
  - a. Date,
  - b. Time;
  - c. Incident Number;
  - d. Location;
  - e. Names of personnel involved;
  - f. A complete narrative of the incident to include the actions of each person being nominated;
  - g. Other pertinent information related to the award nomination;
  - h. Patient outcome if known.
2. Narratives for award nominations should be clear, concise and articulate the performance of each person nominated and their role in the incident.
3. The Service Award Review Committee reserves the right to reject and/or request additional clarification/information for those award nominations deemed incomplete or unsatisfactory.



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4. Life safety, life delivery, merit, and valor related award nominees will be rated on the following performance qualities and criteria:
  - a. Job performance,
  - b. Customer service;
  - c. Quality of life saving initiatives;
  - d. Accomplishments;
  - e. Technical competence;
  - f. Initiative;
  - g. Resourcefulness;
  - h. Safety;
  - i. Patient outcome.
5. The Service Award Review Committee will review all service award nominations passed to them through the proper chain of command.
6. Once a consensus has been obtained, all approved award nominations will be forwarded to the Director via an inter-departmental memorandum for final consideration.
7. The Director will levy final approval consideration for all recommended award nominations that come out of committee.
8. Administration will announce approved awards and notify staff via an inter-departmental memorandum.
9. Presentation of awards will be arranged through Administration.

### 101.04.06 Annual and Specialty Team/Position Ribbons

1. **Length of Service Ribbon:** Length of Service Ribbons will be issued upon completion of the following service years with the Department of Emergency Services:
  - a. 5 Years - black ribbon with three (3) stripes at each end, the outer most strips red, the middle strips blue and the innermost strips gold with a gold star in the center of the ribbon.
  - b. 10 Years - the 5 Year ribbon with two (2) gold stars.
  - c. 15 Years - the 5 Year ribbon with three (3) gold stars.
  - d. 20 Years - the 5 Year ribbon with four (4) gold stars.
  - e. 25 Years - the 5 Year ribbon with a circular cluster of five (5) gold stars.
  - f. 30 Years - the 5 Year ribbon with a circular cluster of six (6) gold stars.





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2. **Most Valuable Provider (MVP):** This designation ribbon is bestowed upon the clinician with the most service responses in a calendar year. In the event of a tie, there may be more than one recipient.



3. **Specialty Team/Position Ribbons:** Acknowledgment given to those personnel who earn a position on a specialty team. These team ribbons include:

- a. **Hazardous Materials Team Ribbon**
  - i. Counterterrorism Operations Citation
  - ii. Presidential Inauguration Citation
- b. **Tactical EMS Team Wings**
  - i. Counterterrorism Operations Citation
  - ii. Physical Fitness Excellence Citation
- c. **Marine Unit Ribbon**
  - i. Counterterrorism Operations Citation
- d. **Ambulance Strike Team Ribbon**
  - i. Hurricane Deployment Citation
  - ii. Presidential Inauguration Citation
- e. **Unmanned Ariel Vehicles Team Ribbon**
- f. **Critical Incident Stress Management Team Ribbon**
- g. **Incident Management Team Ribbon**
- h. **Field Training Officer Ribbon**
- i. **Safety Committee Member Ribbon**
- j. **Training Unit Ribbon**



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### 101.04.07 Life Safety, Life Delivering & Merit Based Awards

1. **Merit Award:** This award honors units, teams or individual/s whose outstanding job performance and professionalism on an incident or day-to-day basis exceeds those above and beyond the normal duty requirements. An additional star (max 3) is added to the service award for every meritorious act recognized after the initial award.



2. **Academy Award - Academic Excellence:** This award is given to the cadet graduating with the highest-grade point average.



3. **Academy Award - Fitness Award:** This award is given to the cadet/s graduating with the highest display of, or improvement in the area of physical performance and team spirit.



4. **Academy Award - Leadership Award:** This award is given to the graduating cadet who has displayed outstanding leadership attributes throughout the entire academy. This award recipient is chosen by the class peers.





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5. **Life Safety Award:** This award honors teams or individual/s whose heroic performance results in a positive lifesaving effort. The patient must survive the incident and be discharged from the hospital. An additional star (max 3) is added to the service award for every recognized life saved after the initial award.



6. **Life Delivery Award:** This award honors teams or individual/s whose competent performance results in the delivery of a child/children. The patient/s must survive the incident and be discharged from the hospital.



7. **Agency Injury Citation:** This award is presented to individuals who have been heroically injured or sustained an injury in the line of duty. The injury must be of such severity that it is deemed compensable through Worker's Compensation and require medical intervention.



### 101.04.08 Valor Awards

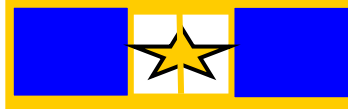
1. **Bronze Medal of Valor:** The Bronze Medal of Valor is the third-highest decoration that can be awarded to a member of the Charles County public safety community. This award is presented to an individual/s who have provided unparalleled service and gallantry to the community of Charles County, and in doing so, their actions have distinguished themselves above all others but not those of the Silver Medal of Valor or the Gold Medal of Valor.





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2. **Silver Medal of Valor:** This is the Department's second highest honor. The Silver Medal of Valor is presented to those personnel who have directly placed their life and/or limb in direct jeopardy in an effort to save that of another living person or creature.



3. **Gold Medal of Valor:** This is the Department's highest honor. The Gold Medal of Valor is reserved for those personnel who have directly placed their life and or limb in direct jeopardy in an effort to save that of another living person/creature. Those actions executed distinguish themselves through conspicuous gallantry and intrepidity at the risk of life above and beyond the call of duty.



### 101.04.09 Civilian Life Safety Award

This award honors non-public safety individual/s whose heroic performance results in a positive lifesaving effort. The patient must survive the incident and be discharged from the hospital. This award is presented to the recipient/s by the County Commissioners in a public forum.